

Tourism – Fact Sheet

Type of qualification

- Full-time
- Certificates and diplomas are conferred by the Department of Higher Education & Training (DHET) unless otherwise indicated
- All qualifications are nationally recognised by industry and universities

About the qualification

If you are passionate about the world of travel, a career in tourism is for you! To succeed in this exciting industry, you need to be well organised, detail-oriented and have good communication skills.

Travel and tourism is a growth industry in South Africa for both individual and business travel. You can choose to be based in an office, booking flights and organising accommodation; working in central reservations or hotel reception; or outdoors ensuring the smooth running of tour groups and events.

This is an intense programme with face-to-face tuition given only by qualified and experienced lecturers and UniCollege has also added an externally affiliated module – Amadeus – which is required by the industry in South Africa.

Programme Benefits

- The programme is designed to prepare learners for various career options within this diverse industry
- The practical component of this course allows learners to gain valuable work experience

Career & Job Opportunities

This programme develops learners to enter specialist and management positions within the travel and tourism industry such as:

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| <ul style="list-style-type: none"> • Travel agent or consultant • Tour operator • Destination management specialist • Incentive travel consultant • Rental agent • Tourism development officer • Tour guide • Customer service manager • Travel and tourism entrepreneur | <ul style="list-style-type: none"> • Tourist information officer • Tourist information centre manager • Airline reservations • Travel and tourism marketer • Event management • Hotel reception • Hotel manager • Travel agency manager |
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Admission Requirements

- National Senior Certificate (NSC) or Senior Certificate or
- An appropriate National Certificate (N3)

Duration

Full-time: 1 year and 8 months of theoretical classes, followed by an 18 month practical component.

Certification

Students write national examinations which are set and administered by the DHET.

Successful students achieve the following which is conferred and issued by the DHET:

- National Certificate: N4 Tourism (SAQA ID: 66910)
- National Certificate: N5 Tourism (SAQA ID: 66978)
- National Certificate: N6 Tourism (SAQA ID: 67013)

Once you have successfully achieved all three N4–N6 certificates and have worked for 18 months (minimum of 2000 hours) in a tourism environment, your logbook will be submitted to the DHET. Once you receive DHET approval, you will qualify to receive the highly respected **National N Diploma: Tourism** (SAQA ID: 67051).

Qualifying learners will also receive, subject to passing the necessary external and internal exams:

- **Amadeus Certificate**
- **UniCollege Short Programme Certificate in Computer Skills for Windows & Office**

Course material and exams

- All course material and textbooks are included in the course fee
- All external fees are included for the first assessment

Additional Costs

Learners will be expected to pay all additional costs relating to practical activities and excursions

PROGRAMME OUTLINE

National Certificate: N4	National Certificate: N5	National Certificate: N6
<ul style="list-style-type: none">• Travel Office Procedures N4• Tourism Communication N4• Travel Services N4• Tourist Destinations N4• Computer Skills for Windows & Office	<ul style="list-style-type: none">• Travel Office Procedures N5• Tourism Communication N5• Travel Services N5• Tourist Destinations N5	<ul style="list-style-type: none">• Travel Office Procedures N6• Hotel Reception N6• Travel Services N6• Tourist Destinations N6• Amadeus (UniCollege)

Subject outlines

YEAR 1

Travel Office Procedures N4

- Office administration
- Marketing and sales

Tourist Destinations N4

- Map work
- Africa: South Africa
- Africa: Southern Africa

Travel Services N4

- The travel industry
- Passenger services – point of entry/departure
- Travel documents
- Reservations (South Africa, Indian Ocean islands)
- Tour planning & budgeting

Tourism Communication N4

- The communication process
- Successful human relations
- Etiquette
- Cross-cultural communication
- Written communication

Travel Office Procedures N5

- Financial recordkeeping
- Principles of South African law

Tourist Destinations N5

- African countries
- Indian Ocean Islands

Travel Services N5

- Fares within Africa

Tourism Communication N5

- Dealing with enquiries, complaints and conflict
- Written communication
- Presentations
- Advertising
- Organisational communication

Computer Skills for Windows & Office

- Working in Windows
- Working with documents in Microsoft Word
- Using spreadsheets in Excel

YEAR 2

Amadeus

Comprehensive training on all functionalities of the Amadeus Reservations system including:

- Accessing the Amadeus Central system
- Amadeus information system and online help
- Flight availability, schedule and timetable displays
- Create and modify a passenger name record (PNR)
- Pricing an itinerary
- E-Ticketing
- Graphic introduction to cars, hotels and customer profiles

Hotel Reception N6

- Hotel organisation
- The hotel receptionist
- Reception
- Legal aspects

Travel Office Procedures N6

- Marketing and sales
- Public relations

Travel Services N6

- Car hire
- Foreign currency
- Travel insurance
- Special international travel
- Hotel reservations
- Tour planning and budgeting

Tourist Destinations N6

- United Kingdom and Republic of Ireland
- Western Europe
- Southern Europe
- Middle East
- United States of America

Language Policy

All classes and assessments are conducted in English. Learners need to be able to understand spoken English and complete their assessments in English.

Disclaimer

Amilak Training Center reserves the right to change the programme content due to changes in the regulatory environment, market requirements and other reasons. All possible measures will be taken to minimize inconvenience to students.

I,..... (student name),
hereby acknowledge that I understand the information stated in this factsheet and fully comprehend the specifics
explained above pertaining to the National N Diploma: Educare.

Student signature _____ Date _____